Nokia Customer Care
6255/6255i/6256/6256i (RM-19)
Mobile Terminal

Service Software Instructions

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Phoenix User's Guide

Figure 1: Phoenix introduction screen

Introduction

This section briefly describes how to install Phoenix and includes some basic information on how to use the program. More detailed information can be found in the Phoenix Help files. Each feature in Phoenix has its own Help file, which can be activated while running Phoenix. To activate a Help file while Phoenix is running, press the F1 key or the specific feature's Help button.

General Setup Procedure

Initial installation of Phoenix requires the complete Phoenix installation package, which is around 30 MB. Because of its large size, Phoenix is provided on a CD rather than on a 3.5" floppy or as a download. To install Phoenix, follow the steps as outlined in the material that comes with the CD.

Note: You MUST have a Nokia dongle installed on the computer prior to beginning the software installation.

The Phoenix software is packaged into an executable bundle that allows you to double-click the executable to access the automatic installation program. Standard installation (i.e., selecting all of the default choices) is highly recommended. You may do a custom installation and place Phoenix into a special location on your hard drive, but this is only recommended for experienced users.

The installation process requires that you reboot the computer after installing the software. Phoenix is not usable until a reboot is completed. After the reboot, the Phoenix icon appears on the desktop. Double-click this icon to start the program.

Figure 2: Phoenix desktop icon

Hardware Requirements for Using Phoenix

Table 1: Minimum Hardware Requirements

Hardware	Minimum Value
Processor	233 MHz
RAM1	64 MB
Disk space needed	50-100 MB

Table 2: Supported Operating System Information

Operating System	Notes
Windows 98	SE only
Windows NT 4.0	No USB support
Windows 2000	Professional version

Installing Phoenix

Before installing the software, verify the following:

- The dongle is attached to the parallel port for PKD version dongles, or an FLS-4 version dongle is attached on either the parallel port or the USB port (if the computer supports USB).
- Ensure that if the computer supports administrator rights (typically on Windows NT and Windows 2000 installations) that access is enabled for the user performing the Phoenix installation.
- If a previous version of Phoenix has been installed, it may be necessary to first properly remove that program prior to installing the new version. If installation is performed, be sure to reboot the computer prior to continuing. See the "Uninstalling Phoenix" section for instructions on how to uninstall.

Installation Instructions

Use the following steps to install Phoenix:

1. Insert the CD into the computer.
2. Navigate to the CD-ROM drive, and double-click the Phoenix software package.
3. Follow the on-screen prompts.
4. Reboot the computer when the installation is complete.

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Software Support Bundles

The Phoenix installation is auto-executable. You must obtain Software Support Bundles to load software upgrade files to customer-specific phone models. These bundles are created by Nokia Customer Care and made available by Nokia After Market Services (AMS) on the Partners Web Page for your applicable region:

- Americas = https://americas.partners.nokia.com
- APAC = https://apac.partners.nokia.com
- China = https://china.partners.nokia.com

The Web pages are password-controlled; if you have not registered as a user, contact Nokia Central Service in Melbourne, Florida.

Similar to the Phoenix installation, these Software Support Bundles are *InstallShield* executable packages. Double-click on the package and it will install automatically.

No rebooting of the computer is required.

Starting a Phoenix Session

When referring to Phoenix, *Product* is the cellular phone attached to the computer. More specifically, it is the particular type of phone.

Connection is the type of cable used to attach the phone and the port on the computer where it is attached. Refer to the *Service Tools* chapter for additional information.

The first time Phoenix is used, certain connection configurations must be made. Subsequent uses will rely on these selections and they will not need to be made again.

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Initial Session with Phoenix

It is necessary to create a connection the first time you use Phoenix. Use the following steps to create a connection:

1. Open the **File** menu, and select **Manage Connections**.

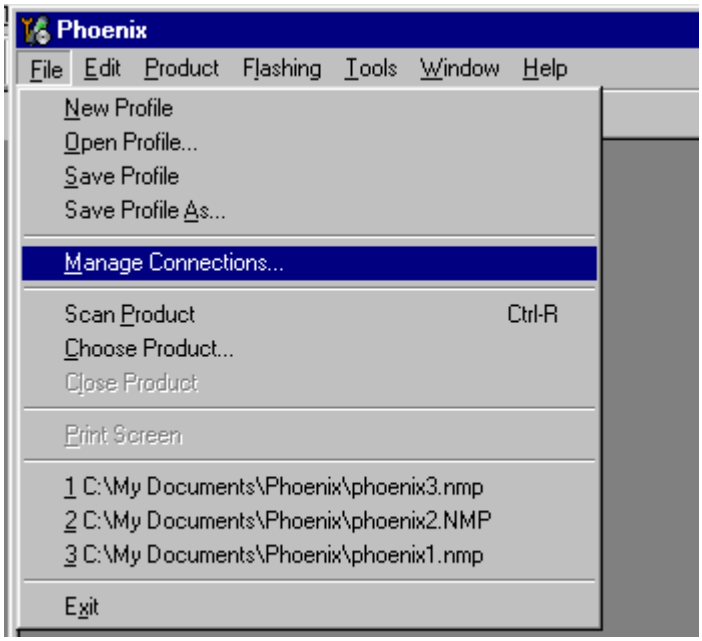

Figure 3: File Menu with the Manage Connections option

2. Click **Add** to create a new connection.

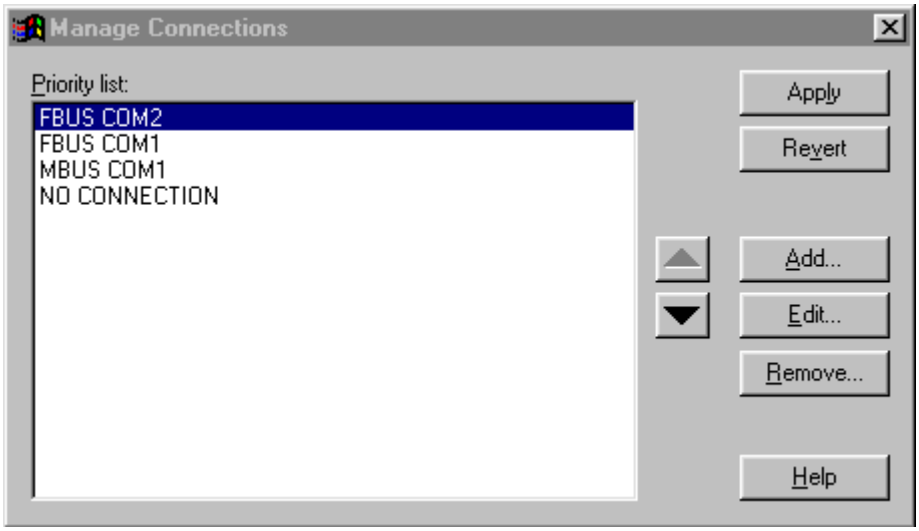

Figure 4: Manage Connections dialog box

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3. Choose one of the following on the **Select mode** dialog box:
   - Select **Wizard**, which allows Phoenix to auto-detect your connection configuration.
   - Select **Manual**, which allows you to manually select options to create the connection.

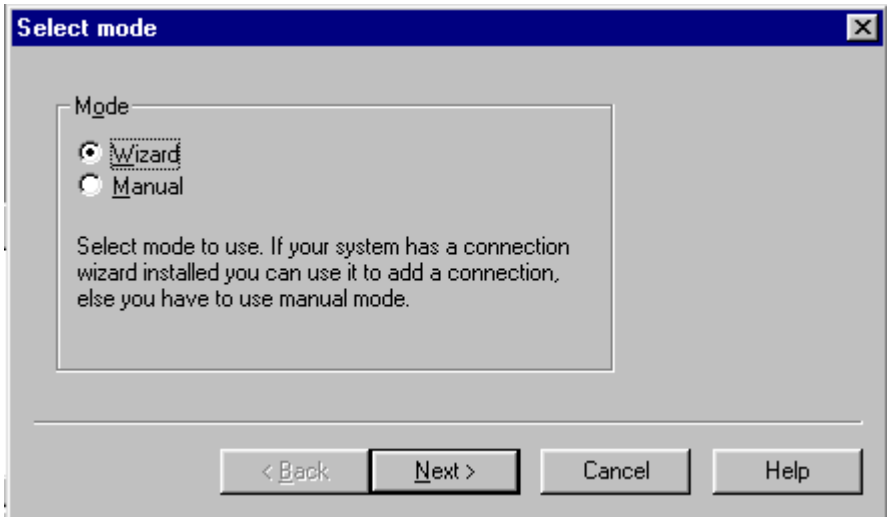
Select mode
Mode
Wizard
Manual
Select mode to use. If your system has a connection wizard installed you can use it to add a connection, else you have to use manual mode.
< Back
Next >
Cancel
Help

Figure 5: Select Mode dialog box

4. Once a connection is defined, make sure that the connection you want to use appears at the top of the list. If it does not, use the up and down arrows on the **Manage Connections** dialog box to move the connection to the top, and click **Apply**.
5. Close the window when you are finished.
6. Proceed with the normal initiation of a session by selecting a product or scanning for a product.

Scanning for a Product

Many features of this program are product-specific. Therefore it is necessary to configure Phoenix for the product on which you will be working at the beginning of the session.

Choose **Scan Product** from the drop-down menu list and Phoenix automatically scans for the product and selects the necessary configurations. The status bar at the bottom indicates if the product was found and its type.

Using Components

When working with Phoenix, tasks are generally managed by specific software components. From the menu, select the desired component or task to be performed.

"Opening a component" is defined as opening a tool window within Phoenix. When this window is opened, Phoenix also opens a toolbar for it and adds component-specific menu items in the Window menu.

Using Profiles

Phoenix's Profile feature allows product, connection, and currently open components to be stored into permanent storage by creating a profile file with a name of your choice followed by an *.nmp* file extension for later retrieval.

Saved profiles makes it easy to configure Phoenix into a desired configuration with favorite windows already opened and ready to go.

Opening and saving profiles is done via the **Open Profile** and **Save Profile** options in the **File** menu.

Profiles are stored into a disk file with user-defined names. As a result, there can be multiple profiles for different repeated tasks or user preferences.

Uninstalling Phoenix

As mentioned in the "Installing Phoenix" section, it may be necessary or desirable to remove Phoenix. Care must be taken to follow this procedure. Failure to remove the program properly causes misconfiguration of the computer's registry.

Uninstalling a Phoenix Version

Use the following steps to uninstall a version of Phoenix:

1. Navigate to the computer's Control Panel, which is accessible from the **Start** button or by double-clicking the "My Computer" desktop icon.
2. Double-click the "Add/Remove Programs" icon.
3. Select the Phoenix version that you want to remove, and click **Add/Remove**.
4. Click **OK** to begin the removal process.
5. Follow the on-screen instructions.
6. When the removal is complete, reboot the computer.

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Diego User's Guide

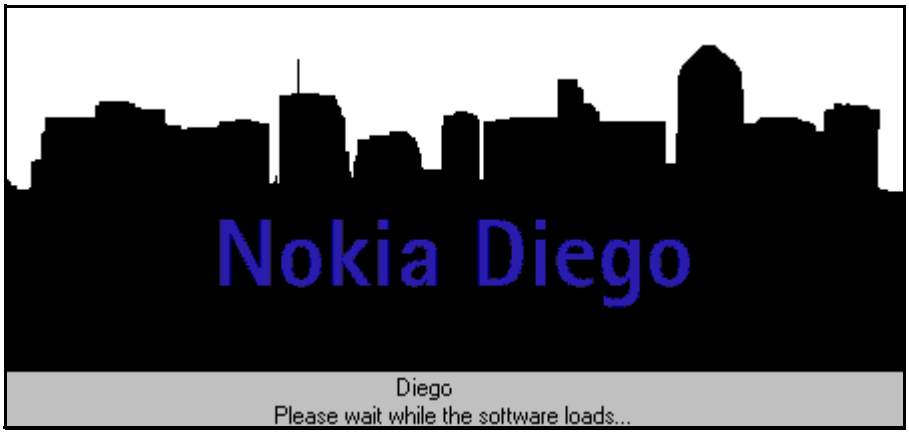

Figure 6: Diego introduction screen

Introduction

Diego was designed as an easy to use, minimal decision-making application for point of sale locations. This section briefly describes how to install Diego and includes some basic information about how to use the program. See the Diego Help files for more detailed information. To activate a Help file while Diego is running, either press the F1 key or click the specific feature's Help button.

General Setup Procedure

Initial installation of Diego requires the complete Diego installation package, which is around 18 MB. Because of its large size, Diego is provided on a CD rather than on a 3.5" floppy or as a download. To install Diego, follow the steps as outlined in the material that comes with the CD.

Note: You MUST have a Nokia dongle installed on the computer prior to beginning the software installation.

The Diego software is packaged into an executable bundle that allows you to double-click the executable to access the automatic installation program. Standard installation (i.e., selecting all of the default choices) is highly recommended. You may do a custom installation and place Diego into a special location on your hard drive, but this is only recommended for experienced users.

The installation process requires that you reboot the computer after installing the software. Diego is not usable until a reboot is completed. After the reboot, the Diego icon appears on the desktop. Double-click this Icon to start the program.

Figure 7: Diego desktop icon

Hardware Requirements

Table 3: Minimum Hardware Requirements

Hardware	Minimum Value
Processor	233 MHz
RAM1	64 MB
Disk space needed	50-100 MB

Table 4: Supported Operating System Information

Operating System	Notes
Windows 98	SE only
Windows NT 4.0	No USB support
Windows 2000	Professional version

Installing Diego

Be sure to check the following items before installing Diego:

- An FLS-4 version dongle is attached to either the parallel port or the USB port (if the computer supports USB). An FLS-2D may be used; however, the FLS-2D does not support the new generation DCT-4 version phones.
- If the computer supports administrator rights (typically on NT and Windows 2000 installations), ensure that access is enabled for the user performing the installation.
- If a previous version of Diego has been installed, remove that program prior to installing the new version. Once removal is performed, be sure to reboot the computer prior to continuing. (See the "Uninstalling Diego" section for instructions on how to uninstall.)

Installing

Use the following steps to install Diego:

1. Insert the CD into the computer.
2. Navigate to the CD-ROM drive, and double-click the Diego software package.
3. Follow the on-screen prompts.
4. Reboot the computer when the installation is complete.

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Software Support Bundles

The Diego installation program is a generic software load. In order to support specific custom transceivers (customer-specific phone models), it is necessary to also obtain Software Support Bundles. These bundles are created by Nokia Customer Care and made available by Nokia After Market Services (AMS) for your applicable region:

- Americas = https://americas.partners.nokia.com
- APAC = https://apac.partners.nokia.com
- China = https://china.partners.nokia.com

The Web pages are password-controlled. Contact Nokia Central Service in Melbourne, Florida, if you have not registered as a user.

Similar to the Diego installation, these bundles are executables. Double-click the executable file to automatically install the bundle. No re-booting of the computer is necessary.

Starting a Diego Session

Concepts

When referring to Diego, *product* is the cellular phone attached to the computer. More specifically, product refers to the particular type of phone.

Connection is the type of cable used to attach the phone to the computer, and also includes the port to which the cable is attached.

The first time Diego is used, certain connection configurations must be made. Subsequent uses rely on these selections and do not need to be made again.

Initial Session with Diego and FLS-4S Dongle

You must configure the Virtual Port Connection in Diego the first time Diego is launched. The FLS-4 dongle uses virtual port, which eliminates the need to use the serial port (as the FLS-2D does). During the installation of the FLS-4 drivers (included in the Diego installation package), a virtual COM port is set to the next available COM port number. This port selection must be put into the Diego configuration.

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Use the following steps to select a port:

1. Select "My Computer" desktop icon, and click the "FLS Virtual Port" icon.

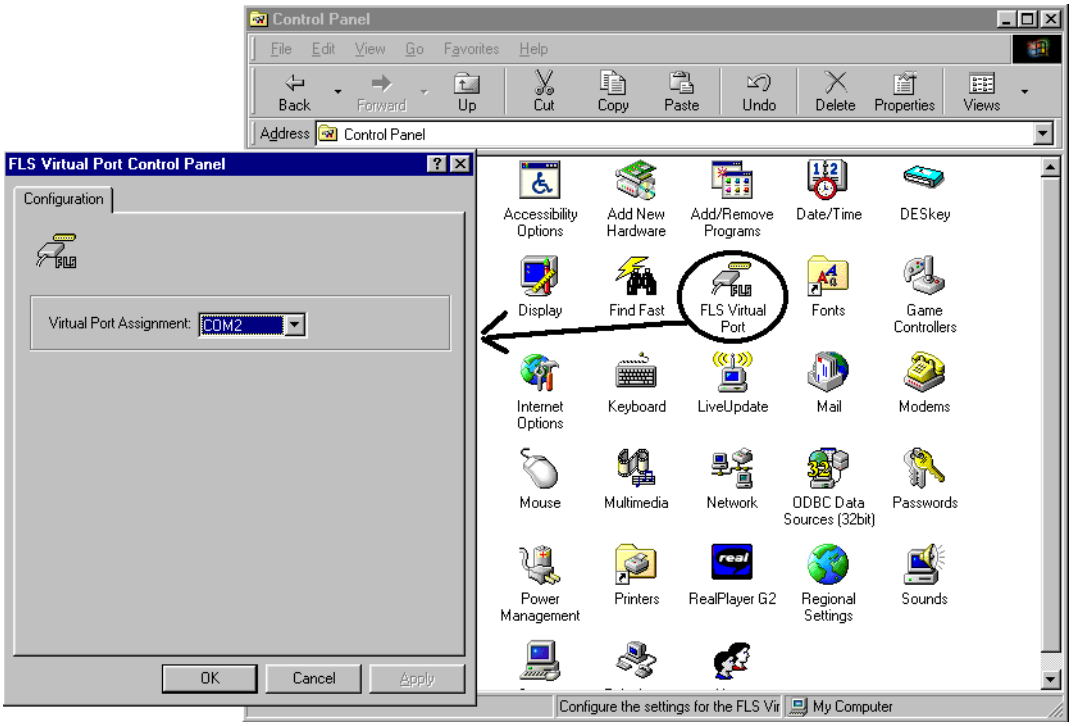
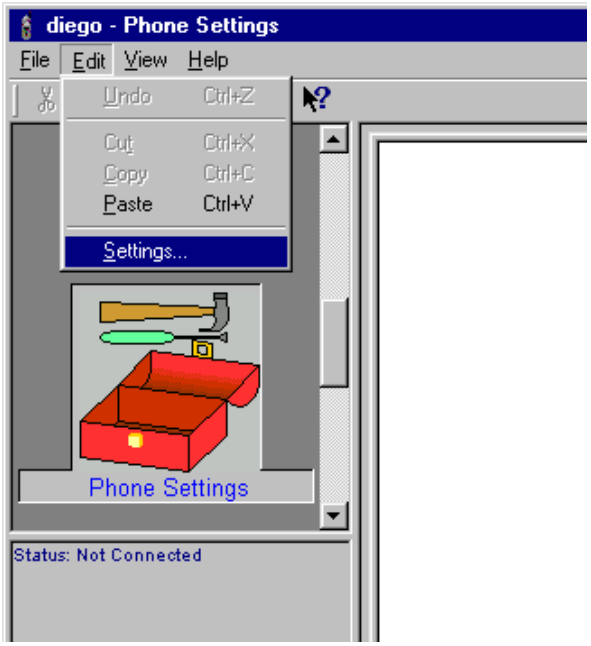


Figure 8: The FLS Virtual Port icon

2. Make note of the value in the **Virtual Port Assignment** field (COM 2 in this example).

3. Click **Add** to create a new connection.



Note: COM port settings can only be entered or changed if the auto-connection feature of Diego is disabled (as indicated by the grey Status box).

To disable the auto-connect, click on this icon (circled below) in the toolbar.).

Figure 9: diego – Phone Settings dialog box

4. Select the Virtual COM port setting.

5. Click **Apply**.

Figure 10: Serial Port tab on the Settings dialog box

6. You can now proceed with the normal initiation of a session.

Scanning for a Product

Many features of this program are product specific. Therefore, it is necessary to configure Diego at the beginning of the session for the product on which you will be working.

Scanning of the product can be done manually or automatically. The default setting is automatic scanning. In automatic scan mode, Diego automatically scans for a product at a periodic rate. The default rate is every 5 seconds, but you can change to a different frequency in the setup menu.

You can change the scan setting to manual scanning on the **General** tab on the **Settings** dialog box. To manually scan for a product, click the "Connect" icon.

Using Components

When working with Diego, tasks are generally managed by specific software components. Select the desired component or "task" to be performed from the icons displayed in the pane on the left side of the window.

Opening a component refers to opening a tool window within Diego. When this window is opened, Diego also opens a task box, which includes component-specific menu items.

Uninstalling Diego

As mentioned in the "Installing Diego" section, it may be necessary to remove a previous version of Diego. Follow the uninstall procedure with care.

Note: Failure to remove the program properly causes a misconfiguration of the computer's registry.

Uninstalling a Diego Version

Use the following steps to uninstall a previous version of Diego:

1. Navigate to the computer's Control Panel, which is accessible from the **Start** button or by double-clicking the "My Computer" desktop icon.
2. Double-click the "Add/Remove Programs" icon.
3. Select the Diego version that you want to remove, and click**Add/Remove**.
4. Click **OK** to begin the removal process.
5. Follow the on-screen instructions.
6. When the removal is complete, reboot the computer.

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